

Orleans Parish Communication District (OPCD) – 911 Center

Six Month Check-In

City of New Orleans

November 7, 2018



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**MISSING &
EXPLOITED**
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I. NCMEC Accreditation

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Status Quo



- The country receives thousands of 9-1-1 calls each year involving missing and exploited children.
- The 9-1-1 industry has developed a standard for how these calls should be processed in order to ensure the best possible outcome.



I. NCMEC Accreditation

Scope



- OPCD staff went through hours of training on how to handle these sensitive calls.
- OPCD adopted a formal policy that meets the ANSI standard, which includes a quality assurance/quality control component.



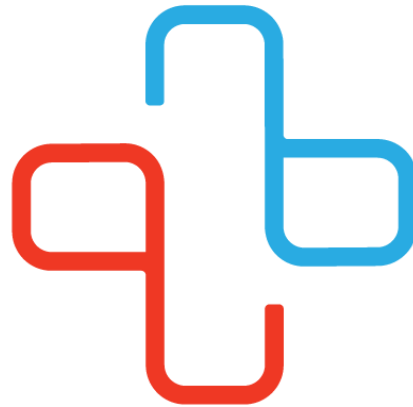
I. NCMEC Accreditation

Improvement/Why It Matters



- OPCD has been formally recognized as an accredited agency and partner in the Missing Kids Readiness Program.
- OPCD meets regularly with NOPD to ensure compliance with the standard operating procedures of both agencies.





RAPIDSOS

II. RapidSOS Deployment

II. RapidSOS Deployment Status Quo



RAPIDSOS

- Location accuracy is one of the most critical components of a 9-1-1 call. Without determining where the emergency is, help can not be sent.
- 9-1-1 relies on antiquated and legacy technology for location reporting, which has proven to be inaccurate.



II. RapidSOS Deployment Scope



RAPIDSOS

- RapidSOS has announced a new Next Generation 9-1-1 (NG911) clearinghouse that will store advanced location information for smart devices.
- That information will be presented almost instantly to the public safety answering point (PSAP) when the 9-1-1 call is made.



II. RapidSOS Deployment Improvement/Why It Matters



RAPIDSOS

- In a city heavy with tourists like New Orleans, callers might not have enough information to provide an accurate location.
- RapidSOS will allow OPCD to quickly identify a dispatchable location using all data points (cell tower, WiFi devices, smart phones, etc.)





III. 911 Telephone Answer Time

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- The NFPA requires that OPCD answer 9-1-1 calls within 15 seconds, 95% of the time.
- Currently, OPCD is trending at 98%.



IV. Reorganization: Office of Training & Compliance

IV. Reorganization: Office of Training & Compliance

- Creation of the new Office of Training & Compliance staffed by a manager, two supervisors and four specialists who are solely focused on quality control, quality assurance, compliance and the development of training materials.
- This new division centrally handles all complaints and manages all accreditation efforts.

